

FILED
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Data Center
Missouri Public
Service Commission

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Public Service Commission
Attn: Data Center
Case: WC-2016-0113
P.O. Box 260
Jefferson City, MO 65102

Dear Sirs:

26 November 2015

1. This is a follow-up to small formal complaint WC-2016-0113, 16 November 2015.

2. The reason for this addendum is primarily Complainant's receipt of the Metropolitan Sewer District's (MSD) reply to his complaint. The appeal was denied by the Accounts Receivable Supervisor (not the person to whom it was addressed) based on the Respondent's data, but the reply shows significant flaws.

a. In her reply in place of Executive Director Hoelschler, Ramona Gordon states the standard bill period is 15 Jan through 30 Apr (which apparently winter for MSD). In her second paragraph she goes on to specify that the Winter billing used this year was 15 Dec 14 to 18 Mar 15.

b. Her enclosed "Common Usage History" (Atch D7) was the thing I requested Complainant requested from the Respondent by phone. It reveals several significant facts:

1) If MSD gets readings, it discards them. Only usage is shown. Further, there are two 12/15/2014 usages, both are given as 25. The first reading was discarded. The second was on 29 Dec 15, a (erroneously low to replace the preceding erroneously high) usage of 9, which is not reflected in the MSD history, so MSD knew there was a correction but failed to enter it properly. The MSD rep can claim this is the reason MSD thought the 19 that following the 25 was correct. Of course, there is little proof the Respondent ever gave the proper value for the reread to MSD. Atch A3, the first 12/15 reading, is 91 days; A4a is 105 Days. MSD uses 79 days for the period 12/15/14 to 3/18/15; the period 12/29/15 to 3/18/15 is 79 days straight off Atch 5. MSD never bothered to see if what it had made sense.

2) The readings appear erratic with no seasonal explanation. Complainant does not water his grass. His above-ground pool was removed by 28 Aug 07. His daughter hasn't visited since 16 Jun 12, and he lives alone. A spigot blew in the upstairs bathroom on 8 May 14, but it hardly shows in the record if at all. Those are the only significant events Complainant can recall.

3. Complainant has included meter pictures to illustrate the problem meter readers have due to condensation in the meter. There are at least 5 pictures for each date but only 5 examples seemed necessary for this purpose:

| Date | My reading | Atch | Quality |
|--------|------------|------|----------|
| 24 Sep | 1365.358 | A21 | good |
| 22 Oct | 1368.611 | A22 | fair |
| | | A23 | bad |
| 20 Nov | 1272.176 | A24 | fair |
| | | A25 | very bad |

Complainant did not label these attachments intrinsically to avoid reducing the quality of the jpg.

STEPHEN J. Sinclair

7 Atch: D6. MSD Ltr 13 Nov 15
D6_MSDltr13Nov15Rcvd18Nov.jpg
D7. Common Usage History (encl to D6)
D7_MSDltr13Nov15_2.jpeg
A21. DSC03878.jpg 9/25/15 2:37PM
A11_DSC03878.JPG
A22. DSC03910.jpg 10/22/15 9:19AM
A12_DSC03910.JPG
A23. DSC03814.jpg 10/22/15 9:20AM
A13_DSC03914.JPG
A24. DSC03929.jpg 11/20/15 11:53AM
A14_DSC03929.JPG
A25. DSC03932.jpg 11/20/15 11:53AM
A15_DSC03932.JPG